



**THE COMMUNICATIVE APPROACH OF ENGLISH  
FOR BUSINESS ENGLISH PROGRAM  
AT EF ENGLISH FIRST NUSANTARA JEMBER**

**JOB TRAINING REPORT**

A report presented to the Diploma III English Program of  
English Department, The Faculty of Letters Jember University  
As one of the requirements to get Award Ahli Madya Degree

Asal : Hadiah  
Pembelian  
Terima tgl : 06 MAR 2007  
By : Induk :  
Perpustakaan :

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**DIPLOMA III ENGLISH PROGRAM OF  
ENGLISH DEPARTMENT THE FACULTY OF LETTERS  
JEMBER UNIVERSITY**

2007

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## DEDICATION

*In the name of ALLAH SWT the most gracious and the most merciful, I would like to dedicate this report to my dearly parents, who give me all of the great affection, care, support and motivation in my life :*

*Karso, SH, Msi , my beloved father who always give me valuable advices in my life. Thanks for all of your care, motivation, and also for your .*

*I will always remember your advice in all of my life.*

*Yayuk Windarti, Spd , my beloved mother. Your affection and care will never end. whatever, wherever and whenever I am.*

*Your pray is my great power for my success in life.*

*Hutami Ristiani , my dearest sister . Thanks for your all of your support. Hope we will give a valuable present to our beloved parents in the future.*

*My best friends Nova, Poppy, Selly, Bunga, Fike, Putri, Nhieya, Ulil, Fanisa, Putri, Qq, Tiwi, Siwi. Hope our friendship will unbreakable by distance and unchangeable by time forever. Our nice memories will be the most beautiful in the future.*

*Mas Bagus Imiyanto S, my dearly brother. Thanks for all of your care, kindness, and support. You give many lovely memories in my heart.*

*My almamater, Faculty of Letters Jember University*

MOTTO

*Do All the goods you can, all the best you can,  
in all times you can and in all places you can, for all the creatures you  
can.*

*( Michel de Montaigne )*



## Acknowledgement

With the merciful and the most beneficent of ALLAH SWT , I believe that God's blessing are the great power to look for the knowledge and science. By God's great blessings, with all my ability to finish this report as a requirement to get Ahli Madya Degree of Diploma III program of English Department Faculty of Letters Jember University.

I would like to give my respect and extend my thanks for the guidance and great motivation to those who have helped me, so I could finish this report entitled " The Communicstive Approach of English for Business English program at EF English First Nusantara Jember". In this occasion the writer would like to thank to:

1. DR.Samudji, MA as the Dean of the Faculty of Letters Jember University.
2. Drs.H.M Busyairi as the Head of Diploma III English Department Faculty of Letters Jember University.
3. Indah Wahyuningsih, SS as my supervisor who gives me valuable guidance in finishing this report. Thank you for your attention to supervise my report.
4. Drs. Syamsul Anam , MA as my academic advisor. Thank you for the advice and the guidance during my study in the faculty.
5. The lecturers of Diploma III program of English Department Faculty of Letters Jember University who have already given me more science and knowledge.
6. Miss Endang Suryawati, the Center Manager of EFN Jember. Thank you for the opportunities in doing job training at EFN Jember.
7. Mr.Aditya, the Director of Study of EFN Jember. Thank you for the guidance in doing job training at EF English First Nusantara Jember.

Jember, Desember 2006

The writer

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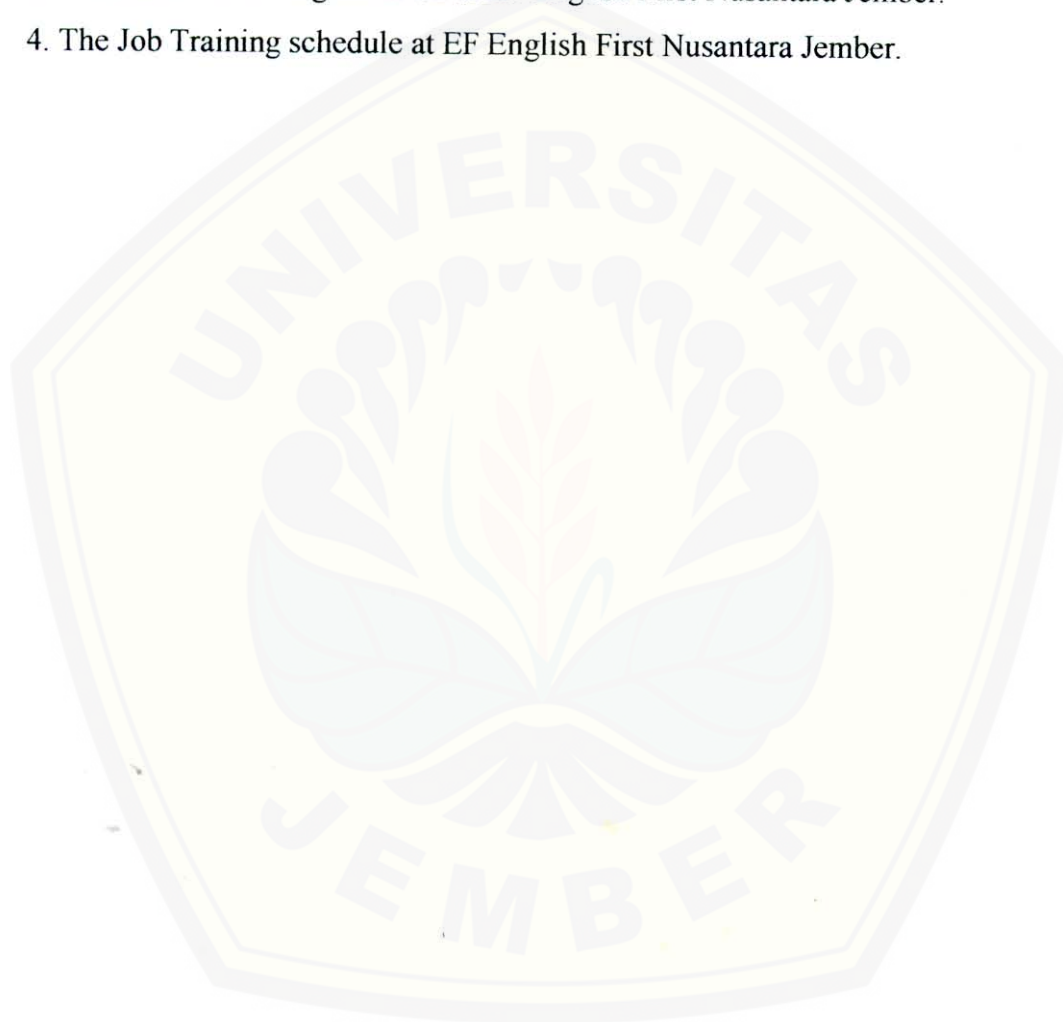
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## ENCLOSURES LIST

1. EF English First Brochures.
2. The Business purpose at EF English First Nusantara Jember.
3. The Structure of Organization at EF English First Nusantara Jember.
4. The Job Training schedule at EF English First Nusantara Jember.





## ABSTRACT

Globalization means the process of transformation for many aspects and it is strived to the increasing of quality of human resources. In order to face this globalisation era, it is very urgent to increase the human resources with English. As we know , English as an international language is used for global communication. English is very important in this globalization era , especially in the business world.

EF English First Nusantara Jember has Business English program for increasing the human resources, especially the employees. There are many companies that have sent their staff to EF in order to join the Business English program. The companies are as follows, PHILIP MORRIS ; PTPN ; SAMPOERNA ; DUPPON ; BANK INDONESIA ; LIPPO BANK ; HAGAKITA BANK, etc. The students of Business English program should join the placement test ( both written and oral test ). By joining Business English program at EF English First Nusantara Jember, each company will get many kinds of knowledge of English for business , but it is usually based on their needs. For example , they need to learn about how to do *Negotiation* , how to give *Presentation* , how to do *Correspondence*, how to do *Telephoning* , etc.

The method of Business English at EF English First Nusantara Jember is the *Communicative Approach*, a method that all of the skills are presented integratedly (reading, speaking, listening, writing,etc). It develops fluency and accuracy of English. It improves all the essential skills of reading, writing , listening and speaking. All of these skills are important and can be presented communicatively. Listening, reading and writing provide rich sources of language from which students can build up their knowledge and vocabulary. Moreover, the students of Business English will improve their English in business by using *Communicative Approach*.

The writer arranges this report based on the result of the Job Training at EF English First Nusantara Jember . Therefore, this report is entitled “**The Communicative Approach of English for Business English Program at EF English First Nusantara Jember**”. By this report , we hope that the students , especially the Diploma 3 Program Faculty of Letters Jember University can improve their English. Furthermore, the Business people can get more information about Business English program in EF English First Nusantara Jember.



## CHAPTER I INTRODUCTION



### 1.1 Background of Problem

The Globalization was born since XVI century. It was resembling with the modernization in Western when starting with the system of the economic , the relationship between countries, and the rise of global culture , and also the global consciousness. In the XXI century, the transformation for many aspects of human life , social , politics and the culture will be changed. This process of globalization is developing for the human life in the world until the XXI century. In order to face the globalization era , where international trading is developing, the globalization is a tendency to the quality of human resources in our country.

Nowadays , the world society are living in the transition era , it means that the process of globalization are strived to the increasing of the quality of human resources. In this case, the human who becomes an object who wants to face the global era is the workers who have quality in work. We know that English is an international language and it is always used for making communication in this global era. English is very important in a business world , such as : making communication in the international business world , negotiation in the international trading , etc.

EF English First Nusantara Jember has a *Business English* program in order to increase the quality of English for the employees or the business people. Business English program will improve the ability of communication in English in a wide range of business situations and enlarge the knowledge of the business world, so that they become more fluent and confident in using the language of business.

Business English program uses communicative approach in the process of English learning at EF English First Nusantara Jember. The communicative approach means a method of teaching that focuses on helping the students

communicate meaningfully in the target language. By using the communicative approach which is designed in order to give the students all of the essential skills presented communicatively, it becomes more interesting and motivating for the students in learning English. As David Nunan (1991) said that : The features or the characteristic of *Communicative Approach* is an emphasis on learning to communicate through interaction in the target language ; and the provision of opportunities for learners to focus , not only on language, but also on the learning process itself. The students of Business English program at EF English First Nusantara will become more fluent and confident in using the English for business purpose and increasing their business prospect.

Based on the brief explanation above, this report is entitled : “ **The Communicative Approach of English for the Business English program at EF English First Nusantara Jember** “.

### **1.2 Problem to Discuss**

The main problem for choosing the object of this report is *Communicative Approach* which is used for the Business English program more effectively in learning English at EF English First Nusantara Jember. By using the *Communicative Approach*, it focuses on helping students to communicate meaningfully in English because it improves all the essential skills in learning English which are presented communicatively. For that reason and considering the process of writer's study during the job training, this simple report aims to know the following problems:

1. What is the definition of the communicative approach.
2. How is the development of the communicative approach.
3. What are the characteristics or features of the communicative approach.
4. What are the roles or functions of Communicative Approach in foreign language ( English ) learning.

5. What are the roles of EF English First Nusantara Jember as an English language school for the employees.
6. How is the communicative approach for Business English program.

### **1.3 The Goal & The Significance of The Job Training**

#### **1.3.1 The Goals of The Job Training**

General Goals :

- a). As a requirement to get the academic title ( Amd ) of English D – 3 Program Faculty of Letters of Jember University.
- b). As a medium to develop their knowledge that have already got from the college.

Specific Goals :

- a). Enrich the knowledge and skill about the importance of English in business world and the communicative approach in learning English..
- b). As a practical experience of working for the student.

#### **1.3.1 The Significances of The Job Training**

The Job Training has some significances for the company and the student herself.

For The Student :

- a). Get many knowledge about work in the job – market.
- b). As a medium to practise the student’s skills before entering the job–market.
- c). Enlarge knowledge and experience in work for the job-market.
- d). Provide the chance for the students in facing global competition by having professionalism at work.

For The Company :

- a). As a medium to make a good relationship with the Faculty of Letters, Jember University.
- b). Give many advantages for the development of the company itself.
- c). Get some suggestions for the company development.

For Faculty of Letters :

- a). Having cooperative work with the company ( the object of job training).
- b). As a reference in application of English for the job –market.

## **1.4 The Place & The Period of Job Training**

### **1.4.1 The Place of Job Training**

The job training is conducted in EF English First Nusantara Jember which is located at WR. Supratman 69 – 70 Ruko GNI Jember 68137 Phone (0331) 410400 Fax. (0331) 410300.

### **1.4.2 The Period of Job Training**

The Job Training schedule is arranged by the D-3 Program of English department , Faculty of Letters Jember University, it starts on 3<sup>rd</sup> July until 16<sup>th</sup> August 2006 or about 45 days.

## **1.5 The Procedure of The Job Training**

There are some steps or the procedure before doing the job training which is obeyed by the students. The procedures are :

1. The student who is doing the job training have already completed 64 SKS.
2. The student has to register by filling the form consists of name , address and phone number of the company ( the place of the job training).

3. The student gives the job training letter to the company ( the place of the job training ).
4. The student gives the agreement letter from the company to the chairman of D-3 Program of English Department, Faculty of Letters Jember University.
5. The student must join the meeting of job training by the chairman of D-3 Program of English Department , Faculty of Letters Jember University.
6. Start job training in the institution where the job training takes place.
7. Collect data which is needed to compose the job training report.
8. Arrange the job training report.

### **1.6 The Related Science to the Job Training**

There are many related english skills concern with the job training at EF English First Nusantara Jember. That's why it can be considered as a basic knowledge to implement to the job training, for example: speaking, vocabulary, reading, listening, and writing.

### **1.7 The Scope of The Study**

It is necessary for the writer to limit the scope of the discussion to avoid the excessive topic of discussion. This report only discuss about the communicative approach for the Business English program at EF English First Nusantara Jember.

### **1.8 The Structure of the Report**

This report is structured into five chapter , they are :

Chapter I : Introduction

This chapter contains background of the problem ; problems to discuss ; the goals and the significance of the job training ; the place and the period of the

job training ; the procedure of job training ; the related English skill to the job training and the structure of job training.

#### Chapter II : Reference

This chapter consists of the definition of the communicative approach ; the development of communicative approach ; the characteristic of the communicative approach ; the roles of communicative approach; the second language learning methods.

#### Chapter III : Company Illustration

This chapter explains about the short history of EF development ; the history about EF English First Nusantara Jember ; the structure and the function of organization in the English First Nusantara Jember ; the English course programs at EF English First Nusantara Jember.

Chapter IV : The communicative approach of English for Business English program at EF.

This chapter contains the activity of the job training ; the method for Business English program ; English for business purpose; the communicative activities for Business English program; the role-play for the business English program.

#### Chapter V : Conclusion & Suggestion

This chapter is the last chapter of this job training report, it contains conclusion and suggestion of the report for the company development, Diploma III program English Department Faculty of Letters Jember University and the students.





## CHAPTER II REFERENCE

### 2.1 The Definition and The Development of Communicative Approach

#### 2.1.1 The Definition of Communicative Approach

The communicative approach means a method of teaching that focuses on helping the students to communicate meaningfully in the target language ( Macmillan English Dictionary ).

Communicative approach is an approach to the teaching of second and foreign languages that emphasizes interaction as both the means and the ultimate goal of learning a language ( Doyle : 1997 ). The classroom communication and learning is contingent upon the social relationship that are established between teachers and students.

Communicative activities improve natural learning when the learner is involved in using the language for communication and create a context with positive relationships are developed among the learners or between the learners and teachers. Communicative activities are helpful in providing whole-task practice where various types of communicative activity are structured to suit the learner's level of ability. For example , by engaging students in the activity of interviewing one another and followed by writing about a report and representing in the class. ( Littlewood 1981: 17).

Margie S. Berns ( 1984 :5 ) , an expert in the field of communicative language teaching , said that “ language is interaction; it is interpersonal activity and has a clear relationship with society”. In this light, language study has to look at the use of language in context and its social context ( who is speaking , what their social roles are , and why they have come together to speak).

### 2.1.2 The development of Communicative Approach

The communicative approach was beginning since the early 1970 , the origin of the communicative approach as a combination of different methods is clearly explained, as such as the role of the teacher and the students in a communicative English as a second language class. It is intended as an introduction to the communicative approach for the teachers who want to provide opportunities in the classroom for their students to engage in real-life communication in the target language.

In the 1970, the communicative approach has been adapted to the elementary, middle, secondary, and post-secondary levels. The underlying philosophy has spawned different teaching methods, including notional-functional, teaching for proficiency.

The classroom communication is essential since how the students talk and act in classroom. Besides, the students need to know with whom , when, and where they can speak and act ( Mehan1979:33 ).

The purpose of learning English is to develop the communicative competence. Communicative competence is considered to be essential for second language learners to participate in the target language culture. Finally communicative competence is recognized as contributing to successful classroom participation; productive classroom learning; opportunities for second language acquisition ; the development of overall communicative competence in a second language. ( Canale & Swain 1980 ).

Communicative approach in learning English could be said based on the theory “ *language as communication* “. The basic language theory for the Communicative approach ( Richard & Rodgers 1986:71 ) :

1. Language is a system for expression of meaning in a learning process.
2. The main function of the language is an interaction and communication.
3. The structure of language shows the functional and communicative.

4. The basic unit of language is not only based on the grammatical or the structure, but also the function and communicative of learning process.

## 2.2 The Characteristics of Communicative Approach

The characteristics or the features of communicative approach by David Nunan's (1991) :

1. An emphasis on learning to communicate through interaction in the target language.
2. The introduction of authentic texts into the learning situation.
3. The provision of opportunities for learners to focus , not only on language but also on the learning process itself.
4. An enhancement of the learner's own personal experiences as important contributing elements to classroom learning.
5. An attempt to link classroom language learning with language activities outside the classroom.

The characteristics or the features of communicative approach by Finocchiaro & Brumfit ( 1983 : 91 ) :

- a. Learning language has the same meaning with learn to have communicative.
- b. Communicative effectively is more important in learning language.
- c. The competence of communicative is used in learning language.

Communicative approaches emphasize negotiation of meaning, social context of learning, interaction among students, cooperative , role playing as the following :

- a. Communicative approach is not just limited to oral skills. Reading and writing skills need to be developed to promote the student's confidence in all four skills (writing, reading, speaking, and listening).
- b. Provide students with the language, skills and strategies necessary to successfully carry out the learning activities.
- c. Communicative approach is more students-oriented, because it showed student needs and interests.
- d. Exploiting for foreign language learning, and the communicative needs simulated in which learning takes places.
- e. Exploring the problems of the learner's world by using the communicative approach.
- f. Developing the learners in the communicative competence.

### **2.3 The Roles of Communicative Approach**

Teachers in communicative classrooms will find themselves – becoming active facilitators of their student's learning ( Larsen – Freeman : 1986 ).

The teachers sets up a situation that students are likely to encounter in real life. The student's motivation in learning foreign language by using a communicative approach comes from their desire to communicate in meaningful ways about meaningful topics.

The essential concern of the roles of communicative approach in foreign language learning ( Littlewood 1981 : 94 ) :

- a. The emphasis on communicative interaction provides more opportunities for cooperative relationships to emerge , both among learners and between teachers and learners.

- b. Communicative interaction gives learners more opportunities to express their own individuality in the classroom. It also helps them to integrate the foreign language with their own personality.
- c. A communicative approach opens up a wider perspective on language. It is considered that the language is not only in terms of its structure ( grammar and vocabulary ) , but also in terms of the communicative functions.
- d. A communicative approach opens up a wider perspective on language learning. It is enough to teach the learners how to use the structures of the foreign language, but it is important for relating these structures to the communicative function.

#### **2.4 The Second Language Learning Methods**

While English is not an official language in many countries, it is currently the language most often taught as a second language around the world. The second or foreign language will never substitute the national language, but the position of a foreign language is very important, especially for global language communication. Besides, English is so widely spoken, it has been referred to a “ Global Language “, the lingua franca of the modern era. For that reason, most of countries were making the English language as a second language.

There are some of the second language teaching methods since 19<sup>th</sup> century :

##### *a. Grammatical language education*

An English grammar is a body of rules which is specifying exactly what sequences of marks or sounds are correct in the English language. This method of learning the language instructs the learners in grammar and provides vocabulary to memorizing a process of learning. This method was used by many Latin teachers, as Latin is not spoken and has no native speakers.

*b. The audio-lingual method*

This method was found by Nelson Brooks in 1964. It is aimed as a basic for teaching foreign language. The students learning the language by listening to the audio and it practices with a variety of drills and the teacher emphasizes the use of the target language at all times. Beside that, there is much practice of dialogues of every situations. The theory which is become a basic of this method is : learning a language means acquiring habits. The advantages of this method are giving more practice in listening and speaking.

*c. Communicative Language Teaching*

This Communicative Language Teaching is an approach to the teaching of the second and foreign languages that emphasizes interaction as both the means and the ultimate goal of learning a language. This means that successfully learning a foreign language is assessed in terms of how well learners have developed their communicative competence which can loosely be defined as their ability to apply knowledge of a language with adequate proficiency to communicate. (David Nunan : 1991).

*d. Language Immersion*

This method puts the students in a situation where they must use a foreign language , whether or not they know it. This creates fluency , but it is not accuracy of usage. This method was from Berlitz.

*e. Directed Practice Method*

. This method is used by U.S. diplomatic courses since 19<sup>th</sup> ceentury. It can quickly provide a "phrasebook" knowledge of the language. Within these limits, the student's usage is accurate and precise. Beside that, among the learners has a potential of being more directly in order to use the second language in a learning language system.

*f. Community Language Learning*

In this method built strong personal links between the teacher and the students, so that there wasn't blocks in learning system. Moreover, the students and the teacher have the interaction while learning the language (second language), but the language structure is less emphasized for the learners. This method was developed by Charles Curran in 1960.

*g. Tutoring by Native - Speaker*

In a second language learning, it is more effective when the learners use the native – speaker. By the native – speaker, it could be said that as a way to enhance English skills beyond the grammar translation skills and in effort to promote the more communicative skills of speaking and listening. As Rebecca L.Oxford ( 1990:71) said that by using native-speaker , the students would develop how to make good pronunciation ; to arrange the structure ; to make more vocabulary , etc.



## CHAPTER III

### COMPANY ILLUSTRATION

#### 3.1 The History of EF 's Development

EF was founded by Bertil Hult in Lund, Sweden , 1965. EF is an international franchise company that has been established throughout South Asia, Russia, Eastern Europe and some countries in Latin America , also in many countries that are not using English as the main language in their country. The countries are as follows : Indonesia , Lithuania , Polandia , Korea , RRC , Canada , Mexico ,etc. The global network of EF allows the students in order to study English language without leaving their own countries because EF has been developing in many countries in the world since about 1970 , and nowadays EF has more than 70 offices in 51 countries in the world. The following are the history of EF in the world since it was built in 1965 :

- a. 1965 : Bertil Hult took a small group of Swedish students to the United Kingdom. EF was built by Bertil Hult.
- b. 1970 : EF is growing rapidly and opens offices in France, Germany, Italy, the Netherlands Japan and Mexico.
- c. 1978 : The Swedish Princess Margareta opens EF's International Language School in Cambridge, the British Department of Education acknowledges EF.
- d. 1979 : EF in England has been accredited by ARELS.
- e. 1983 : EF opened the first school in North America, San Diego , California.
- f. 1987 : EF computerizes all of the schools through EF network system.
- g. 1988 : EF was selected as the official language school for the Olympics in Seoul.
- h. 1993 : EF English First becomes the first foreign-owned language school in Shanghai.



- i. 1995 : EF computerizes a learning system by computer which cooperates with Apple computer.
- j. 1997 : Englishtown.com is founded to teach English over the internet.
- k. 1999 : EF was introduced the new book-series English@EF.
- l. 2003 : The name of the Arthur D Little School of Management is changed to Hult International Business School, after Bertil Hult as a chairman of EF became its main sponsor.
- m. 2005 : EF celebrates its 40th birthday and reveals its EF Efecta Language Learning System.

EF has been accredited by British Council, EQUALS , ACCET , NEAS , and many more. Today, EF becomes the world's largest international private educational organization. There are some of the organizations of EF:

1. *EF Language Travel*

EF Language Travel offers language travel to people ageing between 9-15. This is the original product and it is now offered in both summer and winter and in combination with several activities such as golf, dancing or horse riding.

2. *EF International Language Schools*

EF International Language Schools offers language studies to anyone aged 16 and up. The courses range between 2-52 weeks and they are also offered to all skill level and ages.

3. *EF High School Year Abroad*

EF High School Year Abroad offers a language school only for students of high school in order to study abroad, such as : United States ; Canada ; Australia ; Germany ; France ; etc.

4. *EF Academic Year Abroad*

EF Academic Year Abroad offers exchange studies to high school and college studies where one can combine academic and language studies.

5. *EF Corporate Language Training*

EF Corporate Language Training offers language training to adults and corporations.

6. *EF English First*

EF English First offers language studies in the home country and consist of a network of over 500 schools across the globe.

7. *Englishtown.com*

Englishtown.com offers online language training for all skill levels on the Internet.

### **3.2 The Short History of EF English First Nusantara Jember**

EF English First in Indonesia was built since 1995 with 54 schools in many cities in Indonesia. EF English First Indonesia becomes a part of EF with international franchises network school in the world. Nowadays, EF English First in Indonesia has 54 offices:

a. 45 EF English First has been established only in the metropolis cities, such as Jakarta , Bogor , Bandung, Cirebon , Semarang, Yogyakarta , Malang , Surabaya, Sidoarjo, Bali, Makassar , Lampung , Medan, Palembang , Pekanbaru , Solo, Jambi, Balikpapan , Padang, Jayapura, Samarinda.

b. 12 EF English First Nusantara has been established only in the regency of the cities in Indonesia , such as Sukabumi , Cilegon , Tegal , Kupang , Banjarmasin , Makassar , Jember , Magelang, Kediri , Manado , Bangka , Tulungagung.

EF English First Nusantara as a part of the EF English First in Indonesia becomes an international franchises network school in the world. EF English First Nusantara uses the qualified teacher of English and takes a personal interest in the progress of each student. Besides, the students could learn English by Software Multimedia to enlarge their English.

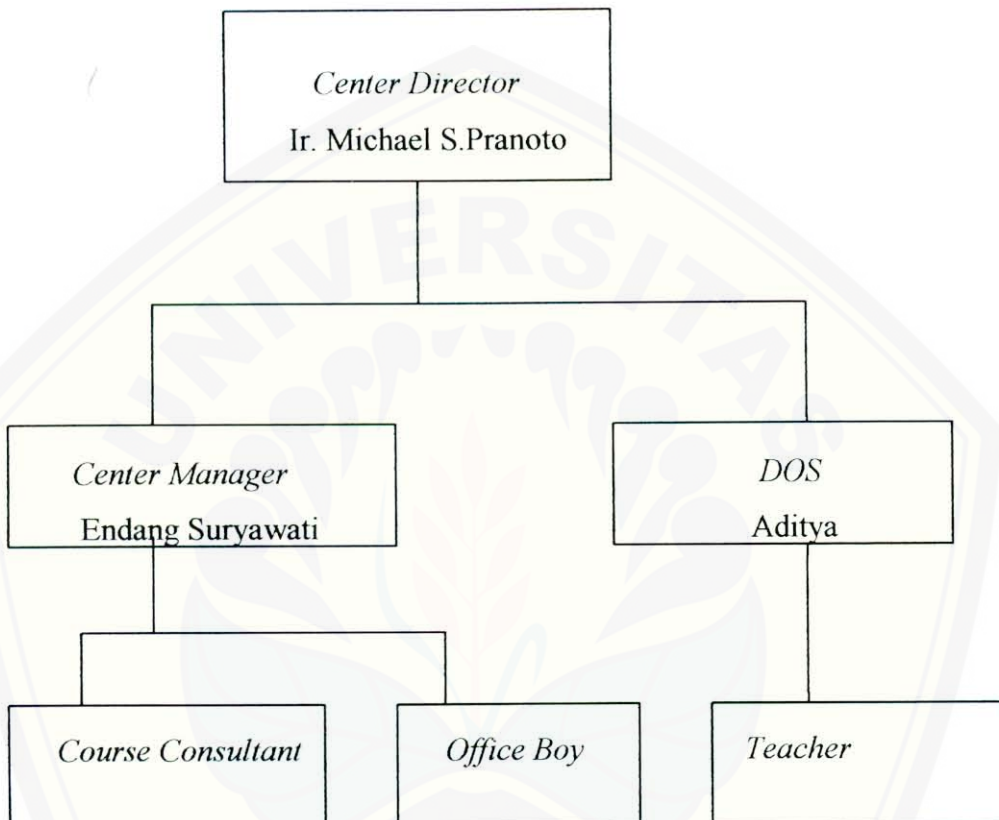
EF English First Nusantara was built in the regency of the city in Indonesia , such as : Sukabumi , Cilegon , Tegal , Kupang , Banjarmasin , Makassar , Jember , Magelang, Kediri , Manado , Bangka , Tulungagung.

EF English First Nusantara Jember was legitimated by the Center Director of EF English First Surabaya, Ir. Michael S. Pranoto, who gives Open House on 23<sup>rd</sup> until 25<sup>th</sup> April 2004 addressed at Jl. WR Supratman No. 69 – 70 Jember. This Open House is aimed to introduce EF English First Nusantara Jember to the society about the facilities and the learning class that is very interesting and fun at EF English First Nusantara Jember.

Based on the decree of the Minister of Education and Culture Number : 075 / O TH. 1975 of 17<sup>th</sup> April 1975 section 557 and section 563 , EF English First Nusantara Jember has become an English Language school with registration number: 503/1564/436.2004.

### 3.3 The Structure of Organization at EF English First Nusantara Jember

The Structure of Organization EF English First Nusantara Jember :



### 3.4 The Function of Organization at EF English First Nusantara Jember

EF English First Nusantara Jember was lead by a Center Manager and cooperated with DOS ( Director Of Study ) who is responsible for the activity in the office.

#### ◆ *Center Director*

Center Director is the owner of EF English First. *Center Director* has a duty to lead and do the coordination for EF English First.

◆ *Center Manager*

Center Manager has responsibility of the management and the administration in the office ( EF English First Nusantara Jember ). Center Manager has many duties, as follows :

1. Managing the Marketing of English First Nusantara Jember .
2. Making the Responsibility of the Operational system in the office ( English First Nusantara Jember ).
3. Making the Office report , such as : Daily report , Weekly report , even Monthly Report that will be responsible to the Center Director.

◆ *DOS ( Director of Study )*

DOS ( Director of Study ) has responsibility to the teachers and also to the academic system.

Besides , *DOS* has many duties , they are :

1. Having responsibility to the academic system in the English First Nusantara Jember .
2. Having responsibility to the teachers of English First Nusantara Jember.
3. Managing the Operational system in the English First Nusantara Jember.

◆ *Course Consultant*

Course consultant at EF English First Nusantara Jember has many functions :

a. As a Telemarketing

The duties of a Course Consultant as a telemarketing are offering the product of English First Nusantara Jember ( courses ) to the society. Besides, they must increase the students of English First Nusantara Jember by phone. In this case, they get the data from the Waiting List ( WL ) in the computer from the student who has been joining the Placement Test or have not registered as the student.

b. As a Cashier

Course Consultant has other duties at EF English First Nusantara Jember besides as a telemarketing. Course Consultant as a cashier receive the bill course from the student that will join the course or continue the course.

c. As a Customer Service

As a customer service , course consultant must give the information about the product in the English First Nusantara Jember , and serve the customer needs or the complaint about the courses.

◆ *Teacher*

The teacher teach the students of English First Nusantara Jember with a personal interest for the progress of each student and enthusiastic learning in the classroom. EF English First Nusantara Jember accepts only qualified teachers of English. EF teachers never forget that although learning a foreign language ( English ) may not be easy , but it doesn't mean it can't be fun.

◆ *Office boy and Cleaning Service*

Office boy has the duty for helping the Course Consultant, such as preparing the foto copy machine, preparing the computer for the computer class. Cleaning service has the duty to keep the classroom cleaned and also prepare the class before being used by the students of English First Nusantara Jember.

### 3.5 The English Course Programs at EF English First Nusantara Jember

There are many kinds of English programs in EF English First Nusantara Jember :

#### 1. English @ EF

This English program is for the students of 13 or above. It has many levels that shows the ability in English and it is sometimes different among the students themselves.

Those levels as follows :

##### *a. Introduction*

This level is a basic program in EF English First Nusantara Jember.

##### *b. Beginner*

This level is divided into two levels , they are *Beginner 1* and *Beginner 2*. The students learn about how to use English better.

##### *c. Keystage*

This level is also divided into two levels , they are *Keystage 1* and *Keystage 2*. This level is always called Elementary , and the students study about daily conversation , and also making a short stories.

##### *d. Waystage*

This Waystage level contains three levels , Waystage 1 , Waystage 2 , Waystage 3. This level is usually called Pre – Intermediate. The students could speak English well, because in this Waystage level, more discussions are conducted in class.

##### *e. Threshold*

Threshold is divided into 3 levels, they are *Threshold 1*, *Threshold 2*, and *Threshold 3*. This level is always called Intermediate. The students could make

conversation with many kinds of topics. Besides, they could make an article, report, journal, etc.

*f. Independent User*

There are three levels of this program , *Independent 1* , *Independent 2* , and *Independent 3*. This level is called *Upper Intermediate*. The students in this level have a good ability in English. They will never find difficulties to make many kinds of articles.

*g. Competent User*

This level is also divided into three levels , they are *Competent 1*, *Competent 2*, and *Competent 3*. This level is called *Advanced*. The students in this level have got their ability in English ( speaking , reading , writing, listening ) very well. For example, in speaking , they have ability in making conversation for every situation. Both for reading and writing, they are able to understand about the English novels, newspaper, magazine, etc.

*h. Proficient*

This level is the last level, it is always called *Mastery*. The students have many knowledge in English starts from the *Beginner* level until *Competent User*.

2. Junior @ EF

*a. Early Learners*

*Early Learners* is for children of kindergarten. This program makes the children learning English more interesting and enjoyable, because EF English First Nusantara Jember make the study Fun , for example by using games, video, and computers for learning English. The small classes make the students have more interaction with their teacher. So that , the children will master the English well.



*b. High Flyers @ EF*

This program is for children of 6 until 9 years old ( the student of 1<sup>st</sup> – 4<sup>th</sup> elementary school). EF High Flyers provides the material that is completed with Audio CD , Song CD , Card of Learning, etc. Therefore, the students will enjoy the study of English. High Flyers @ EF is divided into five levels, they are High Flyers 1A - High Flyers 5B.

*c. Trailblazers*

Trailblazers is for student of 9 until 13 years old ( the student of 5<sup>th</sup> elementary school until 2<sup>nd</sup> Junior High School.

This Trailblazer is divided into five levels , Trailblazer 1A - Trailblazer 5B. The students will learn English which is suitable with their age, likes discussion, drama, etc. Besides learning English at class, the students could join Spelling Bee Competition ; Summer Fun program ,etc. Those activities make the students improve their English outside, so that learning English becomes fun.

### 3. Conversation Club

The Conversation Club is a media to practise conversation itself. The students are having more conversation in the class. They are speaking and making communication in English with the teacher or the other students. The native – speaker will teach English communicatively, so that the students will practice their conversation with many interest topics. Moreover, by joining Conversation Club, the students have ability in speaking English fluently.

### 4. Toefl Preparation Class @ EF.

This program is very effective for the students who want to increase the ability of Listening, Structure, Writing, and Reading needed in Toefl Test. The students will get intensive preparation of Toefl Test.

#### 5. Saturday Class @ EF

This program is especially for students that have more schedule that they only have less time to join the course. Therefore, EF English First Nusantara Jember has this program which scheduled on Saturday.

#### 6. Business English program

This Business English program is usually joined by business people or companies which need English for their business activities. By joining Business English program at EF English First Nusantara Jember, each company will get many kinds of knowledge of English for business , but it is usually based on their needs. For example , they need to learn about how to do negotiation , how to give presentation , how to do correspondence, how to do telephoning , etc. Business English program will improve the ability of communication in English in a wide range of business situations and enlarge the knowledge of business world, so that they become more fluent and confident in using English for business.



## CHAPTER V

### CONCLUSION AND SUGGESTION

This chapter presents some conclusions as the result of the job training. It is also aimed to give the suggestions for the development of the company as well as the Diploma III program of English Department Faculty of Letters Jember University and the students.

#### 5.1 Conclusion

Based on the job training, which have been done in EF English First Nusantara Jember, it can be concluded that EF English First Nusantara Jember has many programs in order to increase the English for the students. One of the program is Business English program. The Business English program increase the quality of English for the employees or the business people by improving the ability of communication in English in a wide range of business situations and enlarging the knowledge of the of business. By joining Business English program at EF English First Nusantara Jember, each company will get many kinds of knowledge of English for business, but it is usually based on their needs. For example , they need to learn about how to do Negotiation , how to give Presentation , how to do Correspondence, how to do Telephoning , etc.

The method of Business English at EF English First Nusantara Jember is the communicative approach. By using the communication approach, it becomes more interesting and motivating the students in learning English. The communicative approach in learning English for Business English program at EF English First Nusantara Jember is very effective for the students to be able to speak more fluently in English, to improve the writing , reading ,speaking and listening skills, to increase the vocabulary, grammar, etc, to understand spoken English better, to use English more confidently, to communicate with English effectively, and to improve the business purpose in English.

## 5.2 Suggestion

Based on the implementation of the job training activity that had been done at EF English First Nusantara Jember, the writer can give some suggestions for the development of the company as well as the D III program of English Department Faculty of Letters Jember University and also for the students. The suggestions are as follows :

### 1. For the company :

EF English First Nusantara Jember should increase the method of learning English for the students. Moreover, it can motivate the students in learning English.

### 2. For DIII program Faculty of Letters Jember University

In order to increase the English for the students, the DIII program Faculty of Letters Jember University should improve the English teaching method. Moreover, the students have a good ability in English. Besides, the DIII program has to establish a new program for the writing of final report. It is much better for the student to write the job training report in English.

### 3. For the students

The job training as a medium to practice the student's skills before enter the job market. Therefore, the students should apply their English in the company that becomes the object of the job training.

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Enclosure 1 : EF English First Brochures



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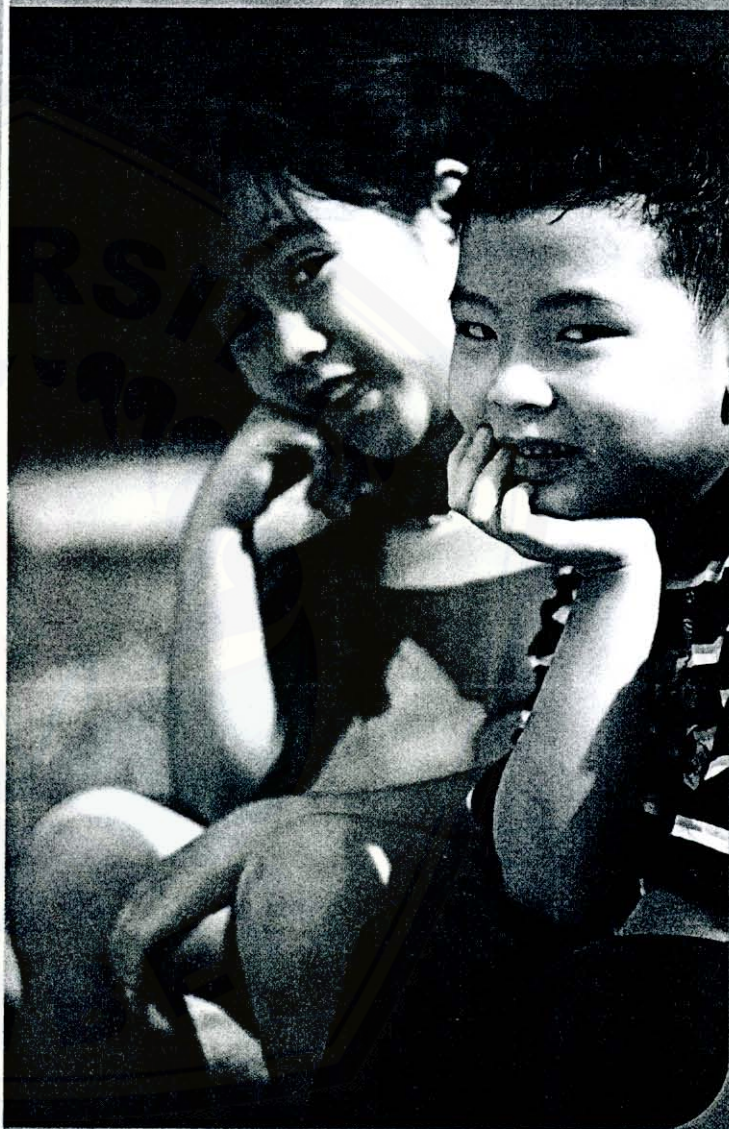
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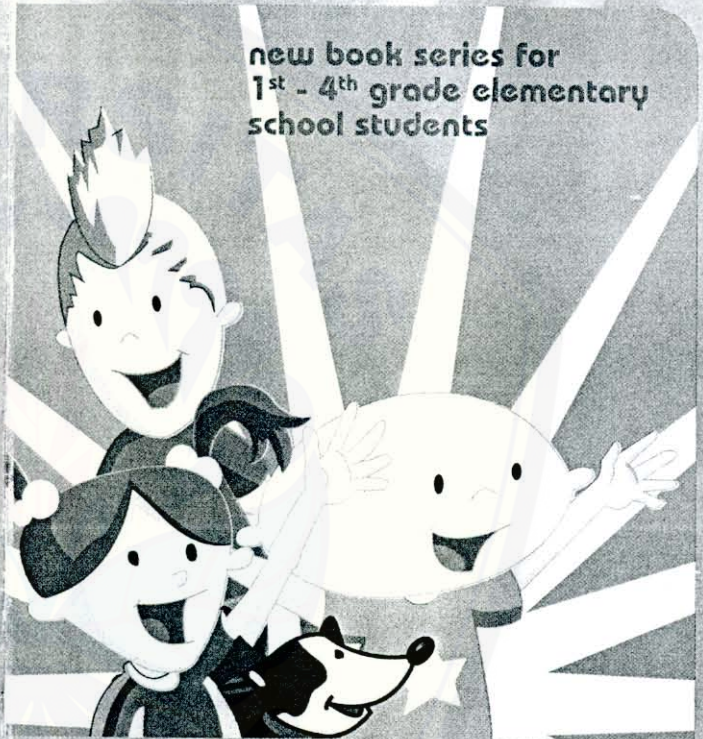
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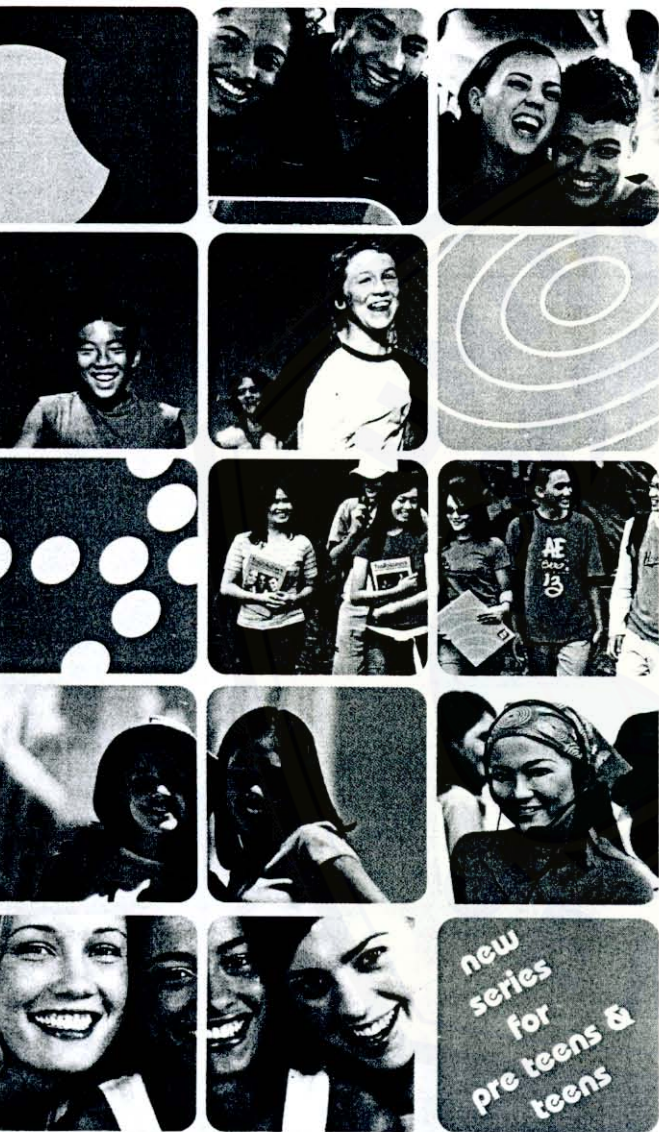
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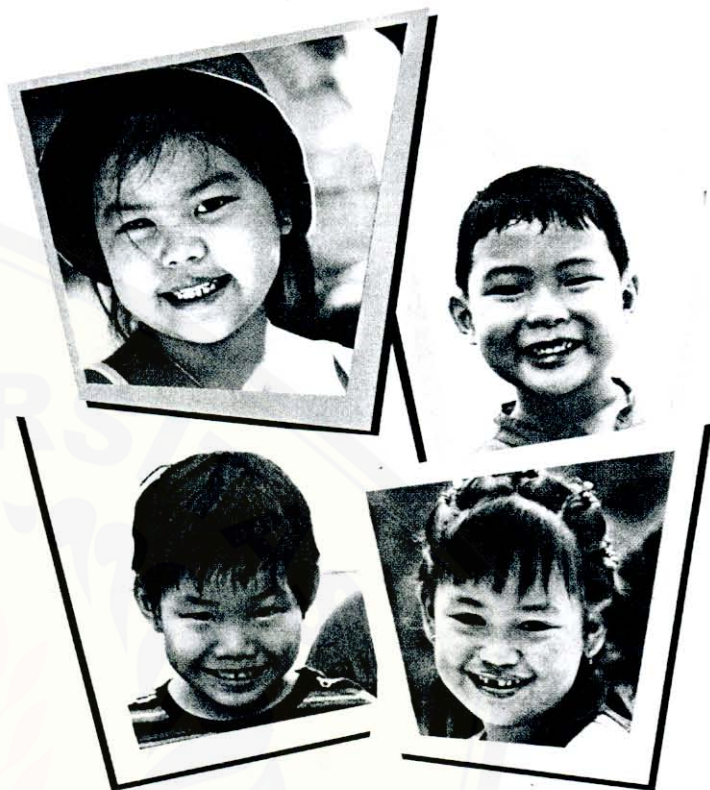


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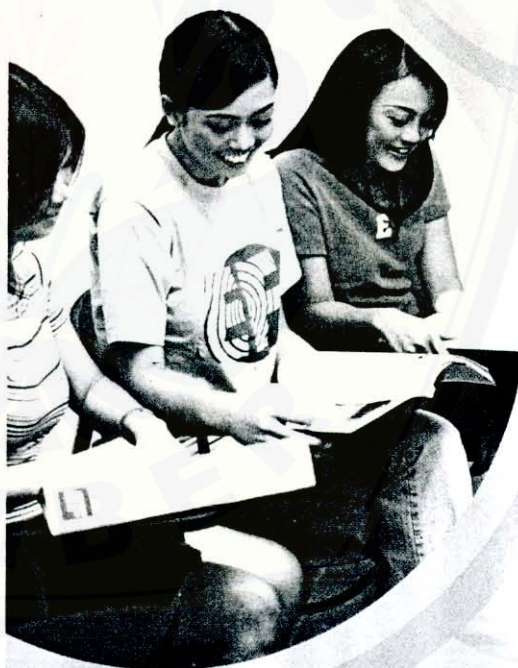
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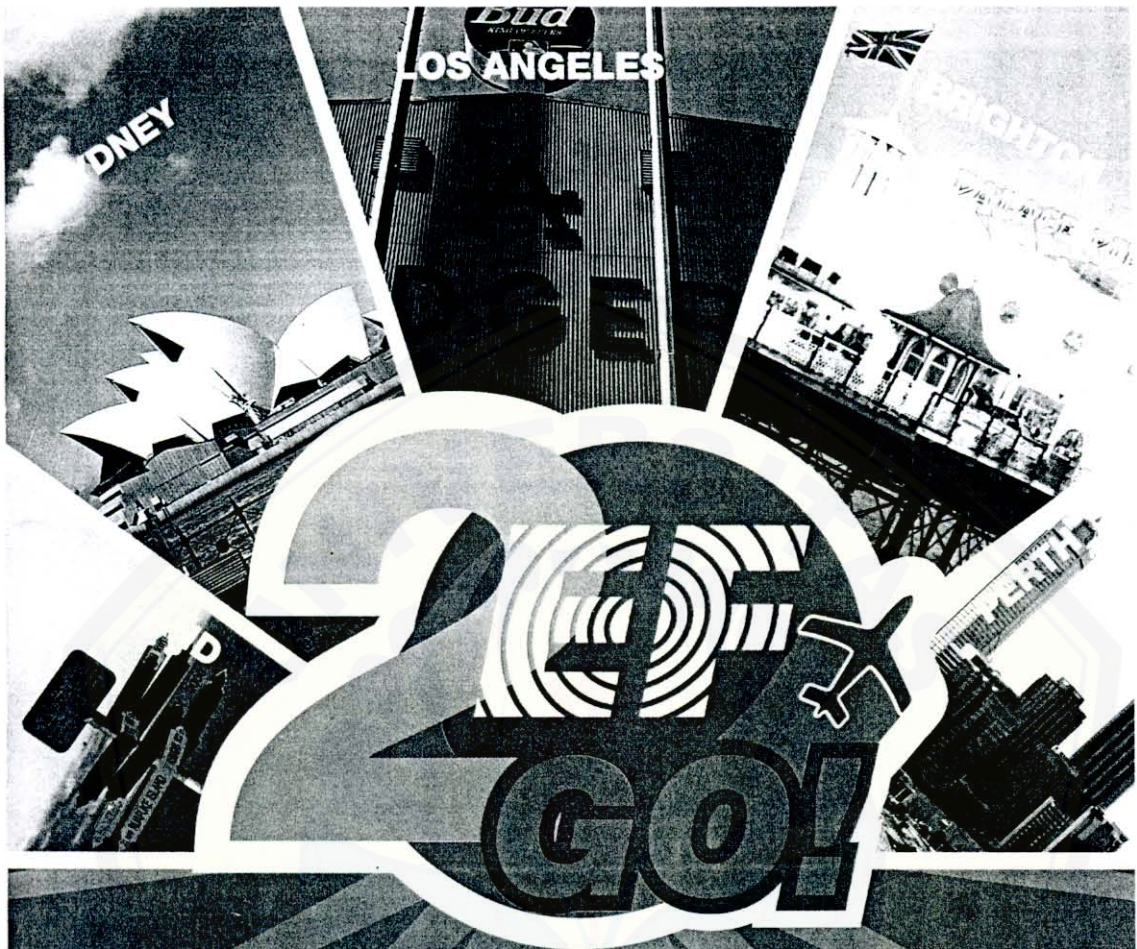
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Enclosure 2 : The Business purpose at EF English First Nusantara Jember

LONGMAN BUSINESS ENGLISH SKILLS



# *Negotiating*

PHILIP O'CONNOR, ADRIAN PILBEAM  
AND FIONA SCOTT-BARRETT

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Longman 

SERIES EDITOR NINA O'DRISCOLL  
WITH MARK ELLIS AND ADRIAN PILBEAM

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The authors work for Language Training Services



## Business words

**above**, *adj* already mentioned

**abroad**, *adv* (in, to) another country

**account**, *n* list or statement of money received and owing

**addressee**, *n* person to whom a letter is sent

**advertise**, *v* tell people, make public announcement, e.g. in newspaper, to increase sales of goods or find new staff

**advertisement**, *n*

**agent**, *n* person/company selling your goods in his/their area or country

**apply for**, *v* ask for (a job). **application**, *n*

**article**, *n* one of something. A chair is an article of furniture.

**banker's draft** a method of payment for goods, through a bank

**Bill of Exchange** a method of payment for goods from abroad

**block letters** capital letters

**body (of letter)**, *n* main part

**book**, *v* reserve something (e.g. a hotel room) in advance, before you arrive. **booking**, *n*

**bookkeeper**, *n* person who does the accounts of a company

**boss**, *n* manager, person you work for

**branch**, *n* local office (e.g. of a bank). NOT the 'head' (most important) office

**brochure**, *n* (illustrated) booklet giving information, e.g. about a company's products

**carbon**, *n* special paper for making a copy of letter as it is written or typed. **carbon copy**

**catalogue**, *n* detailed list of a company's products, with similar items grouped together

**category**, *n* class, sort, type (of goods)

**circular**, *n* letter or notice which is duplicated and sent to many people

**clerk**, *n* person who helps in an office

**commerce**, *n* business. **Chamber of**

**Commerce**: organisation in big towns to help businessmen buy and sell goods in their own country and abroad. **commercial**, *adj*

**complimentary close**, *n* polite ending to a letter: 'Yours faithfully', 'Yours sincerely'

**confidential**, *adj* secret, not for everybody to look at. See also **'Private and Confidential'**

**confirm**, *v* announce, promise in writing. In business it is not enough to say that you will do/have done something. You must 'confirm' in writing.

**correspondence**, *n* letters, writing of letters

**covering letter** letter explaining an enclosed

**credit card** card which lets you have goods on credit and pay for them later. See also **Letter of Credit**.

**currently**, *adv* now

**customer**, *n* person who buys goods or services

**delegation, n** See **trade delegation**.

**department, n** part of a business, e.g. Accounts Department

**dictate, v** say aloud (to secretary) words to be written down

**discount, n** amount or percentage taken off usual price. See also **trade discount**

**duplicate, v** make exact copies. **duplicator, n**: machine for making copies of papers, e.g. letters

**employment, n** a job

**enclose, v** shut something in something else, especially in envelope with letter. **enclosure, n**: the thing enclosed

**equipment, n** tools necessary for a particular job. **office equipment**: telephones, typewriters, etc

**establishment, n** business (e.g. bank) or public institution (e.g. school)

**ex works (goods)** straight out of factory or warehouse

**exhibit, v** show goods at trade fair or **exhibition, n**

**export, v** sell and send goods to another country. **exporter, n**

**fair, n** See **trade fair**.

**file, v** put away with other similar papers. **file, n**: container (e.g. cardboard folder) that holds the papers

**following, adj** listed below, mentioned next

**forward, v** send something on to another address

**franco domicile** 'free at home' = (goods) delivered to buyer

**freight, n** transporting goods by land, sea or air

**goods, n** things made, bought, sold

**household goods**: things made for use in house, e.g. pots and pans

**grand total** final total

**guardian, n** person who looks after a child with no father or mother

**heading, n** title at head (top) of page or paragraph

**import, v** buy and bring in goods from another country. **importer, n**

**initials, n** first letters of words, especially of person's name. J.E. are the initials of John Edwards.

**insurance, n** paying money to insure something (e.g. your car) against loss or damage. If you have an accident, the insurance company will pay for repairing the car or buying a new one. **(insurance) premium**: the sum of money you pay

**invoice, n** bill

**italics, n** sloping writing or type *like this*

**item, n** one of something, article in a list

**lay out, v** set out, arrange. **layout, n**

**Letter of Credit** a method of payment for goods from abroad

**manual, adj** by hand. A manual typewriter is the opposite of an electric one.

**manufacture, v** making goods in factory using machinery. **manufacturer, n**

**market, n** area or country where you can sell your goods

**occupation, n** job, trade, profession  
'Occupation: secretary'

**offset litho** a method of printing; the machine used

**order, v** ask a company to supply you with goods. **order, n**

**organiser, n** person who arranges or plans something

**paragraph, n** short section of letter or book, dealing with one subject and separated by a space from the next paragraph

**per, prep** for, for each. 'price per room per night': price for each room for each night. **per cent (%)**: in each hundred

**personal, adj** about yourself. Your **personal details** are your name, age, etc.

**personnel, n** staff. A Personnel Manager finds and trains staff for a company.

**photocopier, n** machine for making photographic copies of papers, e.g. letters

**place, v** make, give (an order for goods)

**position, n** job. 'apply for a position': ask for a job

**post code, n** group of letters and figures in postal address

**premium, n** See **insurance premium**.

**private, adj** personal, not business. A letter marked '**Private and Confidential**' should only be opened by the addressee.

**produce, v** manufacture (goods). **product, n**

**proprietor, n** owner of some property, especially a business

**publicity, n** advertising, telling people about your business

**purchase, v** buy

**quote, v** state or offer a price (for goods)

**quotation, n**. See p. 56.

**range, n** choice or series (of goods)

**receptionist, n** person employed (e.g. in hotel) to receive (welcome) guests

**record card** form on which notes (e.g. personal details) are written down

**refer to, v** write or talk about, draw attention to, mention. **reference, n**. 'Your reference', 'Our reference': series of initials and numbers at top of business letters, used for filing

**register, n** book in which details are written down for reference. A 'hotel register' lists the guests.

**replace, v** give one article instead of another, usually a good one instead of a bad or damaged one

**reservation, n** booking something (e.g. a hotel room) in advance

**salary, n** money paid regularly to employee (worker) for work done

**salutation, n** polite opening to letter: 'Dear Sir', 'Dear Mr Cheung'

**seal, v** close an envelope by sticking it down

**section, n** part

**services, n** help offered. 'banking services' include lending money and dealing with foreign currencies

**signature, n** your name written in your own handwriting, especially at the end of a letter or form

**sort, v** separate, arrange into groups

**staff, n** people who work in an organisation, e.g. in a bank or school

**stand, n** table at market or trade fair where a company shows or sells its goods

**state, v** announce in speech or writing

**stationery, n** materials for writing with: paper, envelopes, pens, etc

**sterling, n** British money, pounds sterling.

'payable in sterling': you must pay in pounds

**subject (of a letter), n** what the letter is about

**surface mail** post carried by land or sea, NOT by air

**take (a letter), v** write down words as someone dictates them

**telex, n** method of sending printed messages

**terms, n** price, conditions

**top, adj** best, first. The **top copy** of a letter is sent to the addressee; the **carbon copy** is kept.

**trade, n** business, commerce, buying and selling. **trade delegation**: business group sent to another city or country to buy, sell or tell people about certain goods. **trade**

**discount**: cheaper price offered to businesses.

**trade fair**: place where many people meet at a particular time to show and buy and sell goods

**in transit** on the way, during the journey

**transport, n** carrying goods from one place to another

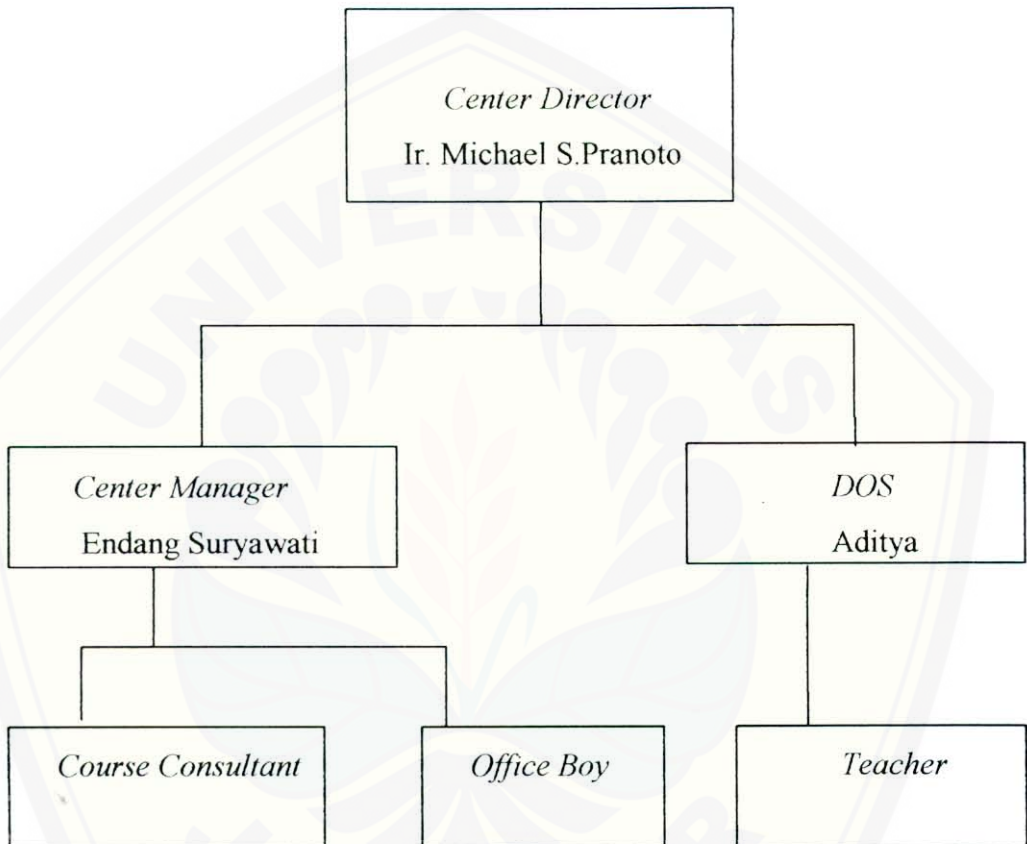
**unit, n** one of something. **unit price**: price for one

**word processor, n** electronic typewriter with computer



Enclosure 3 :

## The Structure of Organization EF English First Nusantara Jember



Enclosure 4 : The Job Training schedule at EF English First Nusantara Jember



## DAFTAR HADIR PRAKTEK KERJA NYATA

### EF ENGLISH FIRST NUSANTARA JEMBER

**Nama** : Titi Riansari  
**NIM** : 040103101023  
**Program** : Diploma III Program of English Department  
The Faculty of Letters  
Jember University

No	TGL	HADIR	IJIN	ABSEN
1	04-07-2006	√		
2	06-07-2006	√		
3	08-07-2006	√		
4	11-07-2006	√		
5	13-07-2006	√		
6	15-07-2006	√		
7	18-07-2006	√		
8	20-07-2006	√		
9	22-07-2006	√		
10	25-07-2006	√		
11	27-07-2006	√		
12	29-07-2006	√		
13	01-08-2006	√		
14	03-08-2006	√		
15	05-08-2006	√		
16	08-08-2006	√		
17	10-08-2006	√		
18	12-08-2006	√		
19	15-08-2006	√		

Jember, 16 Agustus , 2006

 English First  
Nusantara

Endang Suryawati

Center Manager EFN Jember